



PUBLIC NOTICE

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445 12th St., S.W.
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THE WIRELINE COMPETITION BUREAU SEEKS COMMENTS ON THE NORTH AMERICAN NUMBERING PLAN ADMINISTRATOR TECHNICAL REQUIREMENTS

CC Docket No. 92-237

CC Docket No. 99-200

Pleading Cycle Established

COMMENTS DUE: March 21, 2008

REPLY COMMENTS DUE: March 28, 2008

The Wireline Competition Bureau (Bureau) seeks comment on the technical requirements document that will be used in preparing the solicitation for the North American Numbering Plan Administrator's (NANPA's) next term of administration.

The NANPA is the impartial numbering administrator responsible for making telecommunications numbers available on an equitable basis.¹ On July 9, 2003, NeuStar, Inc. was awarded the federal contract to serve as the NANPA for a total of five years. The contract is renewable annually and expires July 8, 2008. In order to have an impartial entity continue to administer the North American Numbering Plan, the Wireline Competition Bureau (Bureau) must select a NANPA for another contract term. The entity selected to serve as the NANPA will manage the North American Numbering Plan (NANP) resources in accordance with the terms and conditions of a Federal Acquisition Regulation (FAR) based contract.²

At the Bureau's request, the North American Numbering Council (NANC), the federal advisory committee on numbering matters, examined the existing technical requirements document for the NANPA, as updated by NeuStar. On February 29, 2008, the NANC forwarded its proposed technical requirements document to the Deputy Bureau Chief. The Bureau has reviewed and slightly modified that proposed document. It is anticipated that the technical requirements document will form the basis for a Statement of Work in the solicitation for the NANPA. For this reason, the public notice seeks comment on those technical requirements. The NANC's technical requirements document, as modified, does not,

¹ 47 U.S.C. §251(e). See also 47 C.F.R. § 52.13.

² The FAR governs the acquisition by contract of supplies and services for the use of the Federal Government.

in any way reflect the position of the Commission as to the final technical requirements or contract terms for the anticipated solicitation.

The Technical Requirements Document is attached and can also be accessed through the Commission's Electronic Document Management System (EDOCS) search via the Internet at http://hraunfoss.fcc.gov/edocs_public/SilverStream/Pages/edocs.html. When using EDOCS, insert the DA number from the top of this item in the appropriate field and hit the query button. Comments must specifically address whether the technical requirements are sufficiently detailed, comprehensive, and clear, and whether they adequately describe the duties and scope of the NANPA responsibilities.

Pursuant to sections 1.415 and 1.419 of the Commission's rules, 47 C.F.R. §§ 1.415, 1.419, comments from interested parties are due on or before **March 21, 2008**, and reply comments from interested parties are due on or before **March 28, 2008**. Comments may be filed using the Commission's Electronic Comment Filing System (ECFS) or by filing paper copies. *See Electronic Filing of Documents in Rulemaking Proceedings*, 63 Fed. Reg. 24121 (1998). All comments must reference **CC Docket No. 92-237 and CC Docket No. 99-200**. If filing paper copies, send an original and four copies to the Commission Secretary, Marlene H. Dortch, Portals II, 445 12th Street, SW, Suite TW-A325, Washington, D.C. 20554 and three copies to Gary Remondino, Competition Policy Division, Portals II, 445 12th Street, SW, Room 5-C143, Washington, D.C. 20554.

Comments filed through the ECFS can be sent as an electronic file via the Internet to <http://www.fcc.gov/e-file/ecfs.html>. Generally, only one copy of an electronic submission must be filed. In completing the transmittal screen, commenters should include their full name, U.S. Postal Service mailing address, and the applicable docket or rulemaking number. Parties may also submit an electronic comment by Internet e-mail. To get filing instructions for e-mail comments, commenters should send an e-mail to ecfs@fcc.gov, and should include the following words in the body of the message, "get form <your e-mail address> ." A sample form and directions will be sent in reply. After filing your comments electronically, please notify Gary Remondino at Gary.Remondino@fcc.gov that comments have been filed.

Filings may be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). The Commission's contractor will receive hand-delivered or messenger-delivered paper filings for the Commission's Secretary at 236 Massachusetts Avenue, N.E., Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

People with Disabilities: To request materials in accessible formats for people with disabilities (braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call the Consumer & Governmental Affairs Bureau at 202-418-0530 (voice), 202-418-0432 (tty).

This is a "permit but disclose" proceeding for purposes of the Commission's *ex parte* rules. *See generally*, 47 C.F.R. §§ 1.1200-1.1216. As a "permit but disclose" proceeding, *ex parte* presentations will be governed by the procedures set forth in section 1.1206 of the Commission's rules applicable to non-restricted proceedings. 47 C.F.R. § 1.1206.

Parties making oral *ex parte* presentations are reminded that memoranda summarizing the presentation must contain a summary of the substance of the presentation and not merely a listing of the subjects discussed. More than a one or two sentence description of the views and arguments presented is generally required. *See* 47 C.F.R. § 1.1206(b)(2). Other rules pertaining to oral and written presentations are set forth in Section 1.1206(b) as well.

For further information, contact Marilyn Jones of the Wireline Competition Bureau, Competition Policy Division, at (202) 418-1580 or Marilyn.Jones@fcc.gov or Gary Remondino of the Wireline Competition Bureau, Competition Policy Division, at (202) 418-1580 or Gary.Remondino@fcc.gov.

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NANPA TECHNICAL REQUIREMENTS DOCUMENT

(Description/Specifications)

March 2008

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Appendix A. Terms

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Section 1

Introduction

1.1 Purpose

This document defines the North American Numbering Plan (NANP) Administrator's technical, operational, and system requirements and describes the full functionality required of the designated North American Numbering Plan Administrator (NANPA). It also serves as a reference document to other resources, such as industry guidelines, United States Federal Communications Commission (FCC or Commission) orders, technical standards, and technical requirements that support the NANP.

The contractor shall, at the FCC's discretion, perform the duties of the NANPA for up to a five-year term from the date of award.

1.2 Scope

This document describes the technical responsibilities of the vendor selected by the FCC to serve as the NANPA. The primary scope of this document is to define the NANPA's performance within the United States.

The NANPA's role in the United States includes the following functional areas: overall NANP Administration, Central Office (CO) Code Administration, Numbering Plan Area (NPA) relief planning, collection and analysis of utilization and forecast data, report generation, and all other related NANP Administration functions. Each of the functions is described further in the document.

1.3 Background

The NANP is the basic numbering scheme for the Public Switched Telephone Networks (PSTNs) in the following 19 countries (formerly known as World Zone 1): Anguilla, Antigua & Barbuda, Bahamas, Barbados, Bermuda, British Virgin Islands, Canada, Cayman Islands, Dominica, Dominican Republic, Grenada, Jamaica, Montserrat, St. Kitts & Nevis, St. Lucia, St. Vincent & the Grenadines, Trinidad & Tobago, Turks & Caicos Islands, and the United States (including Puerto Rico, the U.S. Virgin Islands, Guam, the Commonwealth of the Northern Mariana Islands and American Samoa).

The format of the NANP is consistent with International Telecommunication Union (ITU) Recommendation E.164 "The International Public Telecommunication Numbering Plan."

The administration of the NANP was originally the responsibility of AT&T until divestiture. At that time, Bellcore was instructed to take over this administrative task. In 1997, this

function was awarded to the company that is now NeuStar through a competitive bid process conducted at the direction of the FCC.

The term NPA Code refers to an area code that is the first three digits of a telephone number. Each digit in a telephone number is identified by an alphabetical character in the order ABC-DEF-GHIJ, consisting of a 3-digit NPA (ABC), a 3-digit CO Code (DEF), and a 4-digit Line Number (GHIJ). This is in the format NXX-NXX-XXXX, where: N = digits 2 to 9 and X = digits 0 to 9 (*e.g.*, 613 is the NPA code in the NANP number 613-781-0610). There were 335 geographic NPA codes in service as of January 1, 2008. The number of new area codes assigned in the United States since 1995 is shown in the table below:

Year	Number Assigned
1995	14
1996	11
1997	32
1998	22
1999	43
2000	23
2001	21
2002	3
2003	1
2004	3
2005	2
2006	2
2007	3

There shall be a transition from the current administrator to the new administrator should the NANPA responsibility be awarded to a new party.

1.4 Attributes

The NANPA's role is to serve as the neutral numbering administrator. The NANPA must comply with the statutory requirements for neutrality and meet the Commission's neutrality requirements, set forth in Commission rule 52.12, 47 C.F.R. § 52.12.

Rule 52.12 states:

(a)(1) Neutrality. The NANPA [] shall be [a] non-governmental entities that [is] impartial and not aligned with any particular telecommunication industry segment. Accordingly,

while conducting [] operations under this section, the NANPA shall ensure that [it] compl[ies] with the following neutrality criteria:

(i) The NANPA [] may not be an affiliate of any telecommunications service provider(s) as defined in the Telecommunications Act of 1996. "Affiliate" is a person who controls, is controlled by, or is under the direct or indirect common control with another person. A person shall be deemed to control another if such person possesses, directly or indirectly--

(A) An equity interest by stock, partnership (general or limited) interest, joint venture participation, or member interest in the other person ten (10%) percent or more of the total outstanding equity interests in the other person, or

(B) The power to vote ten (10%) percent or more of the securities (by stock, partnership (general or limited) interest, joint venture participation, or member interest) having ordinary voting power for the election of directors, general partner, or management of such other person, or

(C) The power to direct or cause the direction of the management and policies of such other person, whether through the ownership of or right to vote voting rights attributable to the stock, partnership (general or limited) interest, joint venture participation, or member interest) of such other person, by contract (including but not limited to stockholder agreement, partnership (general or limited) agreement, joint venture agreement, or operating agreement), or otherwise;

(ii) The NANPA [] and any affiliate thereof, may not issue a majority of its debt to, nor may it derive a majority of its revenues from, any telecommunications service provider. "Majority" shall mean greater than 50 percent, and "debt" shall mean stocks, bonds, securities, notes, loans or any other instrument of indebtedness; and

(iii) Notwithstanding the neutrality criteria set forth in paragraphs (a)(1) (i) and (ii) of this section, the NANPA [] may be determined to be or not to be subject to undue influence by parties with a vested interest in the outcome of numbering administration and activities. []

(2) Any subcontractor that performs--

(i) NANP Administration and central office code administration [] must also meet the neutrality criteria described in paragraph (a)(1).

Potential bidders must demonstrate that they meet the Commission's neutrality requirements through submission of a certificate signed by a Chief Executive Officer or President that explicitly certifies the bidder meets each requirement. The successful bidder will be required to re-certify to its compliance at the time of award. Potential bidders, as well as the successful bidder, should be prepared to provide any other documentation verifying compliance as may be requested by the Commission.

The entity selected to be the NANPA must adhere to all Commission neutrality requirements, orders, and policies throughout the term of the contract. In this regard, to avoid potential disruption of national numbering administration, the successful bidder will be required to apprise the Commission of any proposed changes that may affect its neutrality sufficiently in advance to permit review of the proposed changes and Commission determination as to whether any cure would be necessary to ensure NANPA neutrality. Such changes might be, but are not limited to, changes to organizational or ownership structure, investors, Board of Directors, etc.

The NANPA is the designated independent, neutral entity responsible for assigning and administering NANP resources in an efficient, effective, fair, unbiased, and non-discriminatory manner consistent with regulatory directives and industry guidelines, and is required to comply with state regulatory decisions, rules and orders, as applicable, as long as they are not in conflict with FCC decisions, orders, and rules.

The NANPA shall also ensure that numbering administration in the United States is effective, while using the expertise and innovation of industry to promote number optimization. It also shall support efforts to accommodate current and future numbering needs, and to advise the industry and regulators relative to numbering issues (*e.g.*, potential resource exhaust).

1.5 Environment

1.5.1 Regulatory

The FCC has authority over numbering within the United States. The other NANP member nations exercise similar regulatory jurisdiction.

The FCC has delegated specific authority to state regulatory agencies in the United States. All states have been delegated authority over NPA Relief. In addition, some states have been given authority to trial certain number conservation measures. They have also been granted authority to obtain data, reclaim resources, and establish and enforce number allocation standards.

In the future, regulatory authorities may issue rules, requirements or policy directives, which may increase, decrease or otherwise affect the functions to be performed by the NANPA.

1.5.2 Federal Advisory Committee

The North American Numbering Council (NANC) is a Federal Advisory Committee established pursuant to the United States Federal Advisory Committee Act, 5 U.S.C., App. 2 (1988) (FACA). The NANC was established to advise the FCC on issues related to NANP Administration, and to advise the Commission on local number portability (LNP) administration issues. The NANC develops policy recommendations on numbering issues, initially resolves disputes, and provides guidance to the numbering administrators.

The NANC's charter under the FACA provides that, in carrying out its responsibilities, the NANC shall ensure that NANP Administration supports identified policy objectives. The NANC shall ensure that the NANPA:

- Facilitates entry into the communications marketplace by making numbering resources available on an efficient, timely basis to communications service providers.
- Does not unduly favor or disfavor any particular industry segment or group of consumers.
- Does not unduly favor one technology over another.
- Gives consumers easy access to the public switched telephone network.
- Ensures that the interests of all NANP member countries are addressed fairly and efficiently, fostering continued integration of the NANP across NANP member countries.

1.5.3 Industry Activities

The industry develops number administration guidelines for the United States based on industry consensus and regulatory direction. The Industry Numbering Committee (INC), operating under the auspices of the Alliance for Telecommunications Industry Solutions (ATIS), is the industry forum established to develop such guidelines.

The mission of the INC is to provide a forum to address and resolve industry-wide technical issues associated with the planning, administration, allocation, assignment and use of numbering resources and related dialing considerations for public telecommunications within the NANP area.

INC guidelines incorporate federal regulatory requirements with technical and operational principals. The guidelines also recognize the existence of specific regulations in states where FCC-delegated authority has been granted.

Industry guidelines and regulatory directives are subject to change throughout the NANPA's Term of Administration.

Section 2

General Requirements

This section describes the functions to be performed by the NANPA.

The scope of this document reflects the NANPA's functions, along with FCC rules, FCC orders, state regulatory directives made under FCC-delegated authority, and industry guidelines.

This document describes the functional requirements, administrative tasks, and components of the responsibilities and duties of the NANPA. The bidders shall also refer to related regulatory orders issued by the FCC and states with delegated authority, industry guidelines, technical standards, and NANC-related documentation. A List of References follows Section 11 in this document.

2.1 High-Level Requirements

The four high level requirements of the NANPA are indicated below.

2.1.1 Assigning and Administering NANP Resources

In accordance with 47 C.F.R. § 52.13(b), the NANPA shall assign and administer NANP resources in an efficient, effective, fair, unbiased, and non-discriminatory manner consistent with regulatory directives and industry guidelines.

2.1.2 Accommodating Current and Future Numbering Needs

The NANPA shall participate in industry efforts to accommodate current and future numbering needs at the NPA level and the NANP level. The NANPA shall advise the regulators and industry relative to numbering issues, potential resource exhaust, and all routing and rating issues that may affect service to users.

In addition to its many day-to-day numbering resource assignment and administrative activities, the NANPA shall provide sufficient focus on long-term planning to ensure the continued viability of the NANP. The NANPA shall update its processes, procedures, systems, and forms to reflect regulatory orders, rules, and directives.

The NANPA shall implement a planned approach utilizing effective forecasting and management tools in order to make everyone aware of the availability of numbering resources to meet current and future needs.

Critical components of NANP Administration include NPA relief planning and providing systems and tools for managing number administration.

2.1.3 Administrative Resources for Legal, Financial, and Technical Responsibilities

The NANPA shall maintain necessary administrative resources to handle the legal, financial, and technical responsibilities required to manage all numbering resources.

2.1.4 Supervision for All Services and Responsibility for Achieving Performance Objectives

The NANPA shall provide management supervision for all of the services it provides, including responsibility for achieving performance objectives. The establishment of these objectives is a collaborative effort between the NANPA, the FCC, state commissions, the NANC, and the INC.

2.2 Relationships

2.2.1 United States

The NANPA shall establish and maintain relationships within the United States with entities such as the FCC, other federal agencies, and state regulatory authorities, as appropriate.

The NANPA shall cooperate with and actively participate in policy and technical numbering bodies and industry forums, such as the NANC and its subtending groups, and the INC.

2.2.2 International

The NANPA shall develop and maintain communications with all other NANP member countries to ensure that their numbering needs are met.

The NANPA shall attend U.S. Department of State Study Group A meetings.

In addition, the NANPA shall maintain a working knowledge of ITU Study Group 2 activities for the benefit of the U.S. telecommunications industry.

Attendance at international meetings is not covered by the scope of this contract.

2.3 Administration and Management

The NANPA shall manage the NANP in accordance with the most current regulatory directives and policies and published industry guidelines.

Occasions may arise where decisions and interpretations are required on issues that have not yet been addressed. The NANPA shall have the knowledge and capability to recognize these instances and refer them to the appropriate body for resolution.

The NANPA shall perform as the steward of the numbering resources. In this capacity, the NANPA shall monitor the status of resources in all areas of the NANP and take appropriate action to ensure the timely availability of numbering resources.

2.3.1 Requests for Numbering Resources

Applications for numbering resources shall be submitted to the NANPA by service providers via the Internet, facsimile, or the U.S. Mail. The NANPA shall use a standard electronic format for application transmissions. All applications received by the NANPA shall, in turn, generate a confirmation back to the submitting service provider.

The NANPA shall review requests for numbering resources (*e.g.*, NPAs, central office codes) for accuracy and appropriateness per FCC requirements and industry guidelines.

2.3.2 Service Provider and Regulator Support

The NANPA shall serve as the information resource for regulatory bodies and the industry concerning numbering resource issues related to NANP Administration (*e.g.*, ITU E.164 Recommendation, NANP, NANP Administration, regulatory issues affecting numbering, number resource assignment guidelines, CO Code administration, and relief planning and relevant international numbering issues).

The NANPA shall respond to inquiries about the numbering plan. The NANPA shall provide, upon request, information on how to obtain current documents and forms related to NANP Administration (including application for automated access to its systems and all other materials needed to properly request the assignment or disconnect of numbering resources, or change of numbering data) by referring requesters to specific NANPA web pages where they can download electronic copies or other sources as appropriate (*e.g.*, to the FCC, state commissions, the INC). The NANPA shall provide copies of documents it generates by facsimile or U.S. Mail if the document is not available via the Internet. A list of documents related to NANP Administration is provided in the List of References following Section 11 in this document.

2.3.3 Numbering Resource Optimization

The NANPA shall provide assistance to users of numbering resources and suggest alternatives, when possible, that shall optimize numbering resource utilization.

The NANPA shall coordinate its numbering resource activities with the Canadian Number Administrator and other NANP member countries' administrators to ensure efficient and effective management of NANP numbering resources.

The NANPA shall be knowledgeable regarding numbering resource optimization methods (*e.g.*, rate center consolidation, individual telephone number pooling, thousands- block number pooling) and the potential impact upon the NANP itself. The NANPA shall remain completely neutral and shall not take a position that favors one numbering resource optimization method over another.

The NANPA shall not take independent action with respect to adoption of optimization methods that are not within existing guidelines or regulatory directives. However, the

NANPA shall recognize optimization opportunities and bring this information to the attention of the appropriate body for consideration. The NANPA shall remain cognizant of its obligation to remain neutral.

2.4 Cost Allocation

The Billing and Collection Agent shall determine the final allocation methodology for sharing costs between NANP countries in accordance with the Billing and Collection Agent Requirements Document, or appropriate regulatory documentation. Should cost allocation disputes arise, the Billing and Collection Agent shall request FCC guidance. In no circumstances shall the NANPA decide on its own the cost methodology or allocation between and among NANP member countries.

2.5 Staffing

The NANPA shall maintain the necessary staffing levels to support industry and regulatory work relevant to the management of all NANP numbering resources.

The NANPA shall maintain necessary administrative resources to handle the legal, financial, and technical responsibilities connected with the management of all numbering resources.

The NANPA shall maintain the necessary equipment (*e.g.*, inventory systems, facilities, and proper billing arrangements associated with day-to-day management of numbering resources) to support this staff.

All employees and subcontractors of the NANPA who have access to a service provider's confidential information shall execute a non-disclosure agreement that remains in effect following the termination of employment.

Subcontractors may be used to perform work under this, or subsequent, Terms of Administration.

2.6 Telecommunications Requirements

The NANPA shall have voice and data capabilities in order to communicate with all clients and the public concerning NANP Administration.

Each NANPA staff member who has responsibilities for interfacing with clients shall be reachable directly by those clients.

The telephone system shall provide the capability to allow a caller to easily leave a message. This may be accomplished by an electronic messaging system that allows the caller to leave a message for the person called.

The NANPA shall maintain read/write access to routing and rating databases.¹ This can be accomplished through a GUI interface. The NANPA shall also have access to the information contained in the Local Exchange Routing Guide (LERG) or an equivalent.

The NANPA shall maintain access to Number Portability Administration Center (NPAC) data the NANPA needs to perform its responsibilities. The data shall be obtained from the NPAC administrator per the details defined by the North American Portability Management, Limited Liability Corporation (LLC) that oversees the vendor of the local number portability systems and administration or as otherwise provided by FCC requirements.

2.7 Daily Operations

The NANPA shall be available a minimum of five business days per week (Monday through Friday), eight hours per day during the business hours of its clients. However, since the NANP service area covers several time zones, the NANPA shall provide a mechanism (*e.g.*, voicemail, e-mail, facsimile) to be accessible on a 24-hour basis in order to meet the needs of all of its clients.

The NANPA shall maintain a log of all client contacts for review by the Auditor and other parties as designated by the FCC.

2.7.1 Inquiry Response

The NANPA shall respond within the next business day (to be defined in the time zone where the inquiry was originated) to general inquiries or questions.

The NANPA shall monitor and report on its customer response rates. This report shall be furnished upon request and used to review the NANPA's customer service activities per the annual performance review process.

2.7.2 Emergency Notifications

The NANPA shall be called upon to provide industry notification outside of the accepted timeframes defined in industry guidelines. These notifications shall be issued as appropriate and necessary depending on the circumstances.

2.7.3 Holidays

The NANPA shall observe U.S. holidays. The following is a list of holidays that the NANPA shall observe:

¹ The Business Integrated Routing and Rating Database System, BIRRDs, is a Telcordia system that the industry uses to provide input access to the LERG. The LERG is the Local Exchange Routing Guide that contains the rating and routing information for assigned CO Codes.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving*
- Christmas Day

* Not open for business but the Help Desk shall be open and this shall be considered a business day for day counts on processing.

NANPA shall be open for business on all other business days.

On an annual basis, the NANPA shall post a list of the holidays observed and the calendar dates of those holidays on the NANPA web site.

2.8 Physical Location

The physical location of the NANPA facility(s) is at the discretion of the contractor.

The NANPA shall notify clients and the public, by appropriate means, prior to any facility relocation or telephone number change.

2.9 Travel

NANPA staff shall travel, when necessary, to meet the needs of the NANPA (*e.g.*, to NANC meetings, INC meetings, NPA jeopardy situations, NPA relief planning meetings, or as otherwise necessary to comply with FCC requirements).

2.10 Modification of Guidelines

The NANPA shall participate in the development and modification of guidelines and procedures, which may affect the performance of the NANPA functions. These changes may come from regulatory directives and/or modifications to guidelines. In addition, new guidelines may be developed as appropriate to comply with regulatory directives. The NANPA shall adopt and implement any changes that are consistent with regulatory directives after they are officially adopted, recognizing that some may constitute a change in the scope of work.

The NANPA shall:

- Provide, in real time, technical guidance to ensure processes and procedures are effective in meeting the goals of the change.
- Assess and share in real time the cost implications and administrative impact upon the NANPA duties and responsibilities.
- Provide contributions, describing how the change benefits the NANP and how the change shall affect the NANPA's duties, obligations or accountability.

Within seven days of a change, the NANPA shall provide its interpretation of the change, its impact upon service, the date the new change is proposed to become effective, what steps in current procedures need to change and when any new forms or procedures will be required. The NANPA shall provide this information to the FCC and the NANC. When the INC places any changes to its guidelines in initial closure, the NANPA shall submit an assessment regarding the impact of scope of work, time and costs to the INC, the NANC and the FCC within 30 days.

The NANPA shall post changes in procedures on its web site prior to the change taking effect.

The NANC shall be consulted at the FCC's discretion regarding the suggested implementation date to determine the likely impact on service provider processes and systems (i.e., whether it would be unduly burdensome or would unfairly disadvantage any service provider or group of service providers per the NANPA's obligations and NANP administrative principles).

Specifically, the NANPA shall:

- Notify all interested parties when guidelines have changed.
- Interpret guideline changes and impact upon processes.
- Identify implementation date or effective date.
- Provide notification of new forms or tools that may be required.
- Identify a Single Point of Contact (SPOC) within the NANPA to answer questions.
- Accept, process, and verify the accuracy of applications for CO Codes in accordance with regulatory requirements and industry guidelines.
- Contact code applicant as necessary to gain clarification or additional information in order to process the application when first submitted.
- Review entire application, identifying all errors and omissions when first submitted.
- Provide information or location of tools and contacts to assist applicants in properly completing applications for connects, changes and disconnects.

2.11 Audits

The NANPA and service providers shall be subject to audits to verify their compliance with guidelines and regulations relating to all applicable areas of number administration.

2.11.1 For Cause Audits of Service Providers

In the performance of its numbering administration duties and in meeting its responsibilities, the NANPA may encounter situations that may alert it to a service provider's possible noncompliance with the industry guidelines. This noncompliance warrants the need for a "For Cause" audit.

In these situations, the NANPA shall document its observations and forward relevant information to the FCC, service provider, and appropriate state commission.

The NANPA shall maintain the confidentiality of all requested information throughout the auditing process.

2.11.2 Other Audits of Service Providers

The NANPA shall be required to provide specific data to an auditor in order to facilitate the audit of a service provider.

2.12 Dispute Resolution

The NANPA may be involved with dispute resolution. These disputes could arise from the performance of NANPA activities, from industry forum activities, or from conflicting government or regulatory policy directives. The extent of involvement of the NANPA in the resolution of disputes shall depend on the nature and origin of the dispute. A Dispute Resolution process, established by the NANC, shall be followed for determination of the controversy.

The NANPA shall assign numbering resources based on regulatory directives and industry guidelines. A disagreement may arise when the NANPA is assigning or denying the assignment of a resource, and the NANPA shall be required, based on the relevant regulatory directives, assignment guidelines, and the NANC Dispute Resolution process, to address and, if possible, resolve the disagreement. In addition, disputes may arise between regulatory authorities of NANP member countries and the NANPA may be required to participate in the resolution of the issue between the countries involved.

The NANPA shall interpret and apply relevant guidelines, directives, and Orders, including those listed in the *Index to the Binder of Decisional Principals* (see Appendix C), to resolve a disagreement when assigning or denying the assignment of a numbering resource.

Disputes may also arise within industry numbering activities. When this occurs, the NANPA may be requested to participate in dispute resolution by providing guidance and/or historical data.

The NANPA shall abide by the NANC dispute resolution process. The NANPA shall provide any information it has relative to the dispute to the appropriate group responsible for resolving the dispute.

For all disputes, concerns, complaints, and issues raised by clients, oral or written, the NANPA shall prepare a document that contains:

- Description of the dispute, concern, complaint, or issue (recorded within one business day)
- Plan of action (recorded within one business day)
- The resolution and reasoning (recorded within one business day of resolution)
- Business days passing before referred to appropriate state or federal regulators
- Business days passing before resolution accepted by complainant

2.13 Data Security

The NANPA shall be responsible for maintaining the security, reliability, performance and flexibility of the NANP Administration systems. The systems shall protect the sensitive nature of any information provided by service providers, the Pooling Administrator (PA) or any other source of proprietary or confidential information.

The NANPA shall protect any service provider-specific data designated as confidential unless otherwise directed by that service provider or the FCC.

2.13.1 Limited Access

All work areas shall have limited access and secured record retention practices to ensure that service provider-specific data is afforded the level of security required to maintain its designated security status.

NANP Administration Systems shall have, at a minimum, security measures that are in conformance with the FCC Computer Security Program (FCC INST 1479.2). Systems shall include appropriate security measures for confidential data and accessibility for all service providers to their own information through an appropriately secured mechanism. The NANPA shall provide state commissions limited password-protected access to the CO Code administration database.

2.13.2 Physical Security

The NANPA shall provide suitable security for any and all computer systems that contain assignment information and proprietary applicant information. This includes any system that is connected to any telecommunications network. The NANPA shall maintain and enforce physical security procedures that conform to the requirement to maintain confidential and proprietary information.

The NANPA shall also be responsible for the activities of any subcontractors to ensure the security of all systems and data, including requiring all subcontractors to execute a nondisclosure agreement.

The NANPA shall ensure that any data requested by a non-NANPA entity is protected as confidential by that entity through applicable law or another documented nondisclosure mechanism.

2.13.3 Site Visits

The FCC, with or without notice to the NANPA, shall have the right to make visits to NANPA Administration and data centers to review safety/security requirements. If the safety and physical security procedures do not comply with those specified, the NANPA shall correct such noncompliance within ten business days.

In the event of non-compliance the NANPA shall implement corrective measures and give notice of such implementation to the FCC, and the FCC may make one or more follow-up visits to the affected site, as necessary, to confirm that the deficiency has been rectified. The FCC's rights under this paragraph shall not in any way limit the FCC's ability to visit any site for reasons other than a safety/security visit.

Inspections shall include, but not be limited to, the facilities of subcontractors, telecommuting employees of the NANPA or subcontractors, NANPA or subcontractor maintenance organizations, or individuals on traveling status with access to NANPA's systems.

2.13.4 Data Accessibility

Systems shall have logon ID and password access. Formal access shall be initiated upon receipt of a completed logon ID request form having the proper signature approvals from the requesting organization. The user's security requirement sets the correct level of record access and system capabilities. For forms and reports requiring an applicant signature, a valid logon ID and password shall be considered tantamount to an applicant signature.

2.13.5 Unauthorized Access

In the event that the NANPA becomes aware of an unauthorized access to its systems or user or service provider data, the NANPA shall immediately notify the FCC and the applicable

user(s) by e-mail, investigate the unauthorized access, and provide the FCC and its designees with reasonable access to all resources and information in the NANPA's possession as may be necessary to investigate the unauthorized access. The FCC shall have the right to conduct and control any investigation relating to unauthorized access that it determines is appropriate.

2.14 Implementation Plan

The NANPA shall provide an Implementation Plan to the FCC within 30 days of contract award and an update of the Plan 30 days prior to the takeover of NANP Administration. The objective of this Implementation Plan shall be to achieve a seamless continuance of NANPA services across Terms of Administration.

2.15 NANPA Transition to Successor

The NANPA shall transfer, in the case of termination or at the expiration of the Term of Administration, to the FCC or designee all hardware, software, and rights to software contracts and other intellectual property as outlined in the Transition Plan.

This NANPA transition is additionally subject to the termination and continuity provisions in Section H of the Solicitation. All bidders should identify transition-related costs separately, including costs for transition from its predecessor and costs for transition to a successor.

Any other equipment or contracts associated with NANPA day-to-day operation shall transfer. This shall include but is not limited to:

- The systems and all supporting documentation
- All software
- All hardware
- Computers and related equipment
- Other peripheral devices
- All NANPA records both current and stored

2.15.1 Transfer Efficiency

The transfer of all property shall be performed in a manner that shall ensure an efficient and orderly transition of the NANP Administration System and associated equipment to a successor's environment in a fully operational state.

2.15.2 Technical Support

The NANPA shall provide at least 15 working days, but up to 45 working days over a 6-month period, if required, of technical support to ensure a smooth transition of the system.

2.15.3 Documentation

The contractor shall provide the FCC with copies of all documentation specified in the System Documentation Plan.

2.15.4 Transition Plan

The NANPA shall, 180 calendar days prior to contract termination, provide a detailed plan for an efficient and orderly transition. This transition plan shall follow the format, as applicable, of Reference 28, *Software Transition Plan (STrP)*.

2.16 Term of Administration

The NANPA shall serve for an initial period of up to five years.

At any time prior to the termination of the initial Term of Administration, the Term of Administration may be renewed up to five years in length with the approval of the NANPA and the FCC.

2.17 Interfaces

The NANPA shall interact with the PA, the NPAC, the LERG, state, Federal and NANP member country regulatory authorities, as well as with service providers.

The NANPA shall also interact with the news media concerned with numbering matters. Information and data shared with the news media shall be factual in nature, publicly available and previously made known to the industry and regulators prior to media disclosure.

At this writing, NeuStar is both the PA vendor and the NPAC vendor. Telcordia maintains the LERG. Service providers, federal and state regulators, and NANP member countries are responsible for establishing mutually-agreed upon communication interfaces with the NANPA that meet their individual equipment requirements.

2.17.1 Interface With the Pooling Administrator

The interface between the PA and the NANPA shall be used to exchange information on the status of pooling and to solicit data that is relevant to the daily functions of each administrator. NANPA shall maintain a mechanized interface between the NANP Administration System (NAS) and the Pooling Administration System (PAS) to permit the flow of information pertaining to applications for central office code assignments.

2.17.2 Interface With BIRRDs

The NANPA shall maintain access to the BIRRDs (Business Integrated Rating and Routing Database) and LERG to perform both its administrative functions and the required Enterprise Service.